

WICHITA POLICE DEPARTMENT

POLICY NO. 411

SUBJECT: VOLUNTEER PROGRAM	
Effective Date: 5/28/2020	Distribution: All Personnel
Reviewed/Approved Date: 5/26/2020	Next Review Date: March 2022
Approved By: Executive Staff	Amends/Rescinds: 3/14/2018
<i>This policy is for departmental use only and does not apply in any criminal or civil proceeding. This policy should not be construed as creation of a higher legal standard of safety or care in an evidentiary sense with respect to third party claims. Violations of this policy will only form the basis for departmental administrative sanctions. Violations of law will form the basis for civil and criminal sanctions in a recognized judicial setting</i>	

I. PURPOSE

It is the policy of the Wichita Police Department to use qualified volunteers for specified tasks and duties to create efficiencies for the Department and improve services to the community. Volunteers are intended to supplement and support, rather than supplant, sworn officers and civilian personnel. Volunteers can be an important part of any organization and have proven to be a valuable asset to law enforcement agencies. Volunteers help to increase departmental responsiveness, delivery of services and information input and provide new program opportunities. Also, volunteers bring new skills and expertise to the Department and prompt new enthusiasm.

II. PROCEDURES

A. Volunteer Coordinator

1. Division Deputy Chiefs may appoint a Volunteer Coordinator for their division if they wish to utilize the services of volunteers. The function of the Volunteer Coordinator is to provide a central coordinating point for effective volunteer management within each Division and to direct and assist staff and volunteer efforts to jointly provide more productive services. The Volunteer Coordinator should work with other Department staff on an ongoing basis to help with the development and implementation of volunteer-staffed positions.
2. The Volunteer Coordinator, or designee, is responsible for the following:
 - a. Recruiting, selecting and training qualified volunteers for various positions.
 - b. Facilitating the implementation of new volunteer activities and assignments.
 - c. Maintaining records for each volunteer.

- d. Tracking and evaluating the contribution of volunteers.
- e. Maintaining the volunteer handbook and outlining expectations, policies, and responsibilities for all volunteers.
- f. Keeping a record of volunteer schedules and work hours.
- g. Completion and dissemination as appropriate of all necessary paperwork and information.
- h. Planning periodic recognition events.
- i. Documenting performance issue or policy violations.
- j. Maintaining a relationship with other programs utilizing volunteers in the community and assisting in community-wide efforts to recognize and promote volunteering.

B. Recruitment

1. Volunteer recruitment should be consistent with department policy on equal opportunity employment. A primary qualification for participation in the application process should be an interest in and ability to assist the Department in serving the public.
2. Requests for volunteers should be submitted in writing by interested staff to the Volunteer Coordinator through the requester's immediate supervisor. A complete position description and a required time frame should be included in the application. All parties should understand that creative and exciting assignments enhance the recruitment of volunteers.
3. The Volunteer Coordinator may withhold appointment of any volunteer until the requester is prepared to make efficient use of volunteer resources.

C. Screening

1. All prospective volunteers should complete a Wichita Police Department Volunteer Project Form. The Volunteer Coordinator or designee should conduct a face-to-face interview with any potential volunteer.
2. A documented background investigation must be completed on each volunteer applicant and will include, but not necessarily be limited to, the following:

- a. Traffic and criminal background check. Fingerprints shall be obtained from all candidates and processed through the KBI (Kansas Bureau of Investigations).
- b. Employment
- c. References
- d. Credit check

D. Selection and Placement

1. Service as a volunteer with the Department shall begin with an official notice of acceptance or appointment to a volunteer position. Notice may only be given by an authorized representative of the Department, who will normally be the Volunteer Coordinator.
2. Volunteers should not begin any assignment until they have been officially accepted for a position and completed all required screening and paperwork. At the time of final acceptance, each volunteer should complete all necessary enrollment paperwork and will receive a copy of their position description and agreement of service with the Department.
3. All volunteers will receive a copy of the Volunteer Handbook and shall be required to sign a Volunteer Agreement.
4. Volunteers should be placed only in assignments or programs that are consistent with their knowledge, skills, abilities and the needs of the Department.

E. Training

1. Volunteers will be provided with an orientation program to acquaint them with the Department, personnel, policies, and procedures that have a direct impact on their work assignment.
2. Volunteers should receive position-specific training to ensure they have adequate knowledge and skills to complete tasks required by the position and should receive periodic, continuing education as deemed appropriate by their supervisor or the Volunteer Coordinator.
3. Training should reinforce to volunteers that they may not intentionally represent themselves as, or by omission infer they are sworn officers or other full-time members of the Department. They shall always describe themselves as volunteers.
4. All volunteers shall comply with the rules of conduct and with all orders and directives, either oral or written, issued by the Department.

F. Fitness for Duty

1. Volunteers shall not report to work or be on-duty when their judgment or physical condition is impaired by alcohol, medication, other substances, illness or injury.
2. Volunteers shall report to their supervisor any changes in status that may affect their ability to fulfill their duties. Changes may include, but are not limited to, the following:
 - a. Driver's license
 - b. Medical condition
 - c. Arrests
 - d. Criminal Investigations
 - e. All volunteers shall adhere to the guidelines set forth by this department regarding drug and alcohol use.

G. Dress Code

1. As representatives of the Department, volunteers are responsible for presenting a professional image to the community. Volunteers shall dress appropriately for the conditions and performance of their duties.
2. Volunteers shall conform to department-approved dress code consistent with their duty assignment. Volunteers shall be required to return any issued uniform or department property at the termination of service.

H. Supervision of Volunteers Confidentiality

1. Each volunteer who obtains a position with the Department must have an identified supervisor who is responsible for direct management of that volunteer. This supervisor will be responsible for day-to-day administration and guidance of the work of the volunteer and should be available to the volunteer for consultation and assistance.
2. A volunteer may be assigned as a supervisor of other volunteers, provided the supervising volunteer is under the direct supervision of a paid staff member.
3. Functional supervision of volunteers is the responsibility of the supervisor in charge of the unit where the volunteer is assigned. Following are some considerations to keep in mind while supervising volunteers:

- a. Take the time to introduce volunteers to employees on all levels.
- b. Ensure volunteers have work space and necessary office supplies.
- c. Make sure the work is challenging.

I. Confidentiality

1. With appropriate security clearance, volunteers may have access to confidential information such as criminal histories or investigative files. Unless otherwise directed by a supervisor or departmental policy, all information will be considered confidential. Only information specifically identified and approved by authorized personnel will be released. Confidential information shall be given only to persons who have a need and a right to know as determined by departmental policy and supervisory personnel.
2. Each volunteer will be required to sign a nondisclosure agreement before being given an assignment with the Department. Subsequent unauthorized disclosure of any confidential information, verbally, in writing or by any other means, by the volunteer is grounds for immediate dismissal and possible criminal prosecution.
3. Volunteers shall not address public gatherings, appear on radio or television, prepare any article for publication, act as correspondents to a newspaper or other periodical, release or divulge any information concerning the activities of the Department, or maintain that they represent the Department in such matters without permission from the proper department personnel.

J. Property and Equipment

1. Volunteers will receive an identification card that must be worn at all times while on-duty.
2. Any fixed and portable equipment provided by the Department will be for official and authorized use only. Any property or equipment issued to a volunteer will remain the ownership of the Department and returned at the termination of service.

K. Disciplinary Procedures/Termination

1. A volunteer may be removed from the volunteer program at the discretion of the Chief of Police, a Deputy Chief, or the Volunteer Coordinator. However, if a volunteer is removed for alleged misconduct, the volunteer will be afforded an opportunity to explain or offer any information in their defense. This opportunity will be limited to a single appearance before the Chief of Police or designee.
2. Volunteers may resign from volunteer service with the Wichita Police Department

at any time. It is requested that volunteers who intend to leave, provide a two-week notice of their departure and a reason for their decision.

L. Exit Interviews

1. Exit interviews, where possible, should be conducted with volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position and solicit the volunteer's suggestions on improving the position. When appropriate, the conversation should also include a discussion on the possibility of involvement in some other capacity with the Department.